



## STANDARD LIMITED WARRANTY

This Standard Limited Warranty (in some cases also referred to as “Warranty Policy”) specifies the standard terms and conditions on warranty for the sale by Lightnet (Pty) Ltd (also referred to as Lightnet SA) of items listed under Product Category below in Table 1 (for the purpose of this Standard Limited Warranty all referred to as “Products”). Only the purchaser that has purchased Products directly from Lightnet SA (“Customer”) can derive any rights from this Standard Limited Warranty. This Standard Limited Warranty must be read together with Terms and Conditions for Sale of Products and Services of Lightnet SA currently in force, or such other terms as agreed to in a legally enforceable agreement executed between Lightnet SA and Customer, including separate supply, distribution or sales contracts (“Terms and Conditions”). Unless otherwise specified herein, any term or expression defined or used in Terms and Conditions and relating to this Standard Limited Warranty shall have (in the interpretation of Terms and Conditions) the same meanings as used herein. In all other respects, Terms and Conditions remain unchanged and are in full force and effect. In the event of conflict between this Standard Limited Warranty and Terms and Conditions in relation to the Products, this Standard Limited Warranty will prevail.

1. Subject to the Terms and Conditions and this Standard Limited Warranty (including exclusions, limitations and conditions stated therein), Lightnet SA warrants to Customer that Products will be free from Defects for the limited warranty period(s) expressed in years or hours, whichever comes first, as specified below in Table 1 (“Warranty Period”). For the purpose of this Standard Limited Warranty, a “Defect” (or “Defective Product”) means that a Product has a defect in material or workmanship which causes the Product to fail to operate in accordance with the specifications provided by Lightnet SA, with consideration given to the overall performance of the Product.
2. Unless confirmed otherwise by Lightnet SA, the Warranty Period starts on the date of delivery of the Product.
3. Lightnet SA will have no obligations under this Standard Limited Warranty if Customer is in breach of Customer’s payment obligations under Terms and Conditions.
4. In order to be entitled to make a valid claim under warranty, Customer shall promptly notify Lightnet SA in writing of any alleged Defective Product prior to expiration of the Warranty Period for such Product. Further, the obligations of Lightnet SA under this Standard Limited Warranty are subject to the following conditions:
  - a. Customer shall keep proof of purchase for the Product available for inspection;
  - b. Customer shall make claims under this Standard Limited Warranty to Lightnet SA promptly and not later than thirty (30) days after discovery, and make available to Lightnet SA adequate records of operating history for the Product, at minimum the following information:
    - i. Name and/or type number of the Product;
    - ii. Details of the (alleged) Defect, including the number and percentage of failures.
    - iii. The invoice date and, if performed by Lightnet SA, the installation date of the Product; and
    - iv. Details of application, location, actual burning hours and number of switching cycles.
  - c. Customer shall send any alleged Defective Product to Lightnet SA for analysis.
    - I. Original labelling intact and as supplied by Lightnet SA.
    - II. No cleaning or refurbishment undertaken on the “defected product”.



- d. Customer shall obtain consent from Lightnet SA on the specifications of any tests it plans to conduct to determine whether a Defect exists.
- e. Any lawsuit relative to any claims under warranty must be filed within one (1) year of the date of the notification of the claim.

5. The obligations of Lightnet SA under warranty will be limited, at the option of Lightnet SA, to within a reasonable time, either repair or provide a replacement product for the Defective Product, or to an appropriate credit for the purchase price thereof. Repairs, replacements or remedies will not extend or renew the applicable Warranty Period. Lightnet SA is entitled at its option to replace the Defective Product(s) covered by warranty with a product that has minor deviations in design and/or specifications which do not affect the functionality of the Product. Lightnet SA may charge Customer for the reasonable costs incurred by Lightnet SA in relation to an alleged Defect or returned Product(s) that are found not to be a Defect, including for reasonable freight, testing and handling costs.

6. (De)mounting, (de)installation, Logistics and transport, removal and replacement of Products, structures or other parts of Customer's facility, decontamination, and re-installation of (Defect) Products are not covered by the warranty provided hereunder. Customer will be responsible and shall bear the costs for these activities, including costs of access for remedial warranty efforts by Lightnet SA.

7. Unless otherwise agreed by Lightnet SA and Customer in writing, the obligations under warranty by Lightnet SA only apply to the Products listed under table 1. Lightnet SA does not provide any warranty for any other products, including third party products. In respect of software, Lightnet SA does not provide any warranty for any software that is not embedded in or delivered with any Products by Lightnet SA, even if Lightnet SA refers to third party software in its Documentation. The Warranty Period for customized or non-standard Products is one (1) year. Lightnet SA does not provide any warranty related to any Defect arising from designs, instructions or specifications supplied by Customer to Lightnet SA.

8. Lightnet SA will have no obligations under this Standard Limited Warranty if the alleged Defect is found to have occurred as a result of any of the following:

- a. Any Force Majeure events. "Force Majeure" means any circumstances or occurrences beyond the reasonable control of Lightnet SA, whether or not foreseeable at the time of concluding the agreement for the sale of the Products, as a result of which Lightnet SA cannot reasonably perform or execute its obligations, including, without limitation, acts of God, natural catastrophes including earthquake, lightning, hurricane, typhoon, flooding or volcanic activities or extreme weather conditions, strikes, lock-outs, war, terrorism, political situation, civil unrest, riots, sabotage, vandalism, industry-wide shortages, breakdown of plant or machinery, fault or loss of electricity supply, cyber-attacks and hacking or non-performance by suppliers of Lightnet SA or by other third parties on which services rely (including connectivity and communication services);
- b. Electrical supply conditions, including supply spikes, over-voltage/under-voltage and ripple current control systems that are beyond the specified limits of the Products and those set or defined by relevant supply standards for the Product;
- c. Improper wiring, installation, change of settings or maintenance of Products or any other electrical components such as drivers not performed by (or for) Lightnet SA;



- d. Failure to adhere to installation, operating (such as specific tolerance on flux and system power), application, maintenance, or environmental instructions or guidelines prescribed by Lightnet SA or any other document accompanying the Products, or applicable safety, industry and/or electrical standards or codes;
- e. Failure to use the Products for the purposes for which these have been designed;
- f. Being subject to corrosive environments, excessive wear and tear, neglect, carelessness, accident, abuse, misuse, improper or abnormal use of the Products;
- g. Any attempt at repair, alteration or modification not authorized by Lightnet SA in writing;
- h. Usage of LED products not taken into account the application instructions concerning potential pollution (VOIC) or cleaning instructions or specifications supplied by Customer to Lightnet SA.

9. Customer acknowledges that the purchase price for the Product(s) is based on and reflects a proper allocation of risks and obligations of the parties related to warranty.
10. This Standard Limited Warranty, read together with the provisions on warranty in the Terms and Conditions, constitutes the entire agreement regarding warranty for any Defective Products and supersedes all prior statements or communications (oral and written) to Customer regarding the Products. To the fullest extent permitted by law, the warranties contained herein are the only warranties given by Lightnet SA with respect to the Products and are given in lieu of all other warranties, whether express or implied, including without limitation warranties of merchantability or fitness for a particular purpose which warranties Lightnet SA expressly disclaims. Customer shall not rely on any other information, from Lightnet SA or other sources, or generally known (industry) facts, regarding the Products or their performance and/or lifetime. The sole and exclusive remedy for Customer in connection with any Defect will only be as explicitly stated in this Standard Limited Warranty.
11. Lightnet SA may modify this Standard Limited Warranty from time to time, and any modifications will be effective for all orders placed on or after the effective date of such modification.
12. The Warranty Period stated in section 1. Lightnet SA will have no obligations under this Warranty Policy if the alleged Defect is found to have occurred as a result of a failure of an electronic component (power supplies, control units, ballast units, LED modules) provided that the failure rate of such component is below 0.2% per 1000 operating hours.

Table 1

Product Category	Warranty	Special Conditions
<b>Downlights</b> DLV-R Range EDL - Range DLH7 EME Kits	5 Year 5 year 5 Year As Per Supplier Warranty and T's & C's	T/A may not exceed the specification stated on the products data sheet. If not stated: T/A for indoor luminaires is 25°C T/A for outdoor luminaires is 35°C
<b>Track Lights</b> Signature Range Linq Range DLH 6 Track Sahara Range Track Linear	5 Year 5 year 5 Year 5 Year 5 Year	Note: The T/A, for recessed luminaires is in the ceiling, not the ambient temperature of the room. LED modules provided that the failure rate of such components is below 0,2% per 1000 operating hours.
<b>Recessed Luminaires</b> Trafalgar Soho Range Eos Panel (Backlit) DLH 6 EME Kits	5 Year 5 Year 5 Year 5 Year As Per Supplier Warranty and T's & C's	All lighting fixtures must be installed with appropriate <b>surge protection</b> integrated into the lighting circuit to safeguard against voltage spikes and ensure compliance with safety standards
<b>Bulkheads</b> LED Saturn Dome LED Titan LED Auge Cathic Bulkhead EME Kits	5 Year 5 Year 5 Year 3 Year As Per Supplier Warranty and T's & C's	All <b>outdoor lighting fixtures</b> must include <b>photocell control</b> within the lighting circuit to ensure automatic operation based on ambient light levels
<b>Industrial Luminaires</b> O-Bay Range LHB160 Range E-Batten Range Mod65 Range	5 Year 5 Year 5 Year 5 Year	

Sky-2- Line	5 Year	<p>T/A may not exceed the specification stated on the products data sheet.</p> <p>If not stated:</p> <p>T/A for indoor luminaires is 25°C</p> <p>T/A for outdoor luminaires is 35°C</p> <p>Note: The T/A, for recessed luminaires is in the ceiling, not the ambient temperature of the room.</p> <p>LED modules provided that the failure rate of such components is below 0,2% per 1000 operating hours.</p>
Encore	5 Year	
Lightnet Lowbay	5 Year	
EME Kits	As Per Supplier Warranty and T's & C's	
<b>Batten / Corrosion Proof</b>		<p><b>Batten / Corrosion Proof</b></p> <p>Marea V2 Range</p> <p>LumiBar Range</p> <p>EME Kits</p> <p>As Per Supplier Warranty and T's &amp; C's</p>
Marea V2 Range	5 Year	
LumiBar Range	5 Year	
EME Kits	As Per Supplier Warranty and T's & C's	
<b>Linear Luminaires</b>		
Linear with PCB/SMD	5 Year	<p><b>Linear Luminaires</b></p> <p>Linear with PCB/SMD</p> <p>Linear with Flex Strip</p> <p>EME Kits</p> <p>As Per Supplier Warranty and T's &amp; C's</p>
Linear with Flex Strip	3 Year	
EME Kits	As Per Supplier Warranty and T's & C's	
<b>Floodlights/ Outdoor</b>		<p><b>Floodlights/ Outdoor</b></p> <p>Larvic Range</p> <p>Stadia Range</p> <p>Farola Street Light range</p> <p>Scallop Range</p> <p>Ailana Area Light</p> <p>All lighting fixtures must be installed with appropriate <b>surge protection</b> integrated into the lighting circuit to safeguard against voltage spikes and ensure compliance with safety standards</p> <p>All <b>outdoor lighting fixtures</b> must include <b>photocell control</b> within the lighting circuit to ensure automatic operation based on ambient light levels</p>
Larvic Range	5 Year	
Stadia Range	5 Year	
Farola Street Light range	5 Year	
Scallop Range	5 Year	
Ailana Area Light	5 Year	
Flex Strip	3 Year	<p>Subject to being mounted on heat dissipating material such as aluminium or mild steel</p>
Astro-Flex	3 Year	

Product Category	Warranty	Special Conditions
Emergency Kits Batteries	As Per Supplier Warranty and T's & C's As Per Supplier Warranty and T's & C's	Batteries to be discharged every 3 months.
CKD format Luminaires <sup>(1)</sup> Semi-complete Luminaires <sup>(2)</sup>	0 years 0 Years	
*Third Party Luminaires <sup>(3)</sup>	As Per Supplier Warranty and T's & C's	Subject to the manufacturer or suppliers specifications
*Third party Components <sup>(3)</sup>	As Per Supplier Warranty and T's & C's	Subject to the manufacturer or suppliers specifications
<p>(1) Certain luminaires may be supplied as <b>Complete Knock Down (CKD) kits</b>, consisting of unassembled components intended for assembly at the destination by the customer or their appointed contractor. Warranties on CKD kits are limited to the individual components as supplied and do not extend to issues arising from assembly or installation unless explicitly agreed in writing.</p> <p>(2) In cases where luminaires are supplied in a <b>semi-complete configuration</b> at the customer's request—specifically excluding LED drivers or/and EME kits to allow the customer to procure and install their own—Lightnet's responsibility is strictly limited to the components supplied by Lightnet at the discretion of Lightnet. The customer assumes full responsibility for the selection, compatibility, installation, and performance of any third-party LED drivers or/and EME kits integrated with Lightnet products. Lightnet offers no warranty, support, or liability for any malfunction, failure, performance issue, or damage arising from the use of non-Lightnet-supplied drivers or/and EME kits, or from their incorrect integration or use with Lightnet luminaires. Any modification or adaptation of Lightnet products to accommodate third-party drivers or/and EME kits is done entirely at the customer's risk and may void any applicable warranty on the affected components.</p> <p>(3) For luminaires or components procured by Lightnet from third-party suppliers/OEM specifically to fulfill a customer's order, any warranties provided are strictly subject to the original supplier's terms and conditions. Lightnet does not provide any independent warranty on such third-party products. These items are supplied on a <i>back-to-back warranty</i> basis. Should the original supplier determine that the warranty claim is invalid or not covered under their terms, Lightnet shall bear no further responsibility or liability, and no warranty obligations shall be assumed by Lightnet in such circumstances.</p>		
We reserve the right to amend or change details without prior notification. E&OE		